



State of Nevada – Department Of Personnel

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
REHABILITATION TECHNICIAN II	27	E	12.443
REHABILITATION TECHNICIAN I	25	E	12.444
REHABILITATION TECHNICIAN TRAINEE	23	E	12.445

SERIES CONCEPT

Rehabilitation Technicians provide technical support to professional counseling staff in the Rehabilitation Division which provides vocational rehabilitation and independent living services to disabled clients. Incumbents use interpersonal skills, tact and diplomacy to respond to clients' concerns and to preserve the client support and client services established by the Rehabilitation Coordinator.

Incumbents accept referrals from other State agencies, institutions or doctors; assist clients to fill out required forms; explain the program process and eligibility requirements, verbally or in writing; initiate collection of all available medical, social, educational, employment and financial records; coordinate clients' appointments with the medical community; maintain contact with perspective clients to update application information and to respond to clients' questions and concerns; and transport clients to interviews and appointments at the direction of the Rehabilitation Coordinator.

Utilizing computers and appropriate software, incumbents assimilate and compile all data collected for review by the Rehabilitation Coordinator; establish and maintain hard copy and electronic case files of rehabilitation activities; compose correspondence and generate form letters as needed; and maintain a variety of database systems for agency staff.

Incumbents serve in a clerical support capacity by preparing authorizations for services and payment of services; preparing and routing travel claims; maintaining motor pool and agency vehicle records; opening, date stamping and routing the mail; and performing receptionist duties such as answering and directing phone calls and answering questions and directing clients and visitors to the appropriate staff.

Incumbents function in a public relations capacity which includes representing the agency to clients, service providers, vendors and the community to explain and promote agency policies and programs and coordinate needed services.

CLASS CONCEPTS

REHABILITATION TECHNICIAN II:

Under general supervision of a Rehabilitation Coordinator, Rehabilitation Technician II's provide the full range of technical support and clerical services described in the series concept for a rural or metropolitan outreach office. In addition: 1) In a district office, for a preponderance of the time, incumbents establish program eligibility criteria and act as case coordinator for a caseload of disabled applicants during the intake and eligibility process until the clients are accepted for rehabilitation services. Incumbents conduct interviews with applicants to elicit information and

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CLASS CONCEPTS (cont.)

explain program requirements; assist applicants to fill out required applications and authorizations to permit access to confidential records; determine the necessity for additional diagnostic information and authorize and schedule diagnostic appointments necessary to determine eligibility; compile all data collected into preliminary diagnostic reports; respond to client questions and concerns and provide referrals to other appropriate community services; maintain ongoing documentation regarding case activities; and attend and provide input during preliminary rehabilitation team staffing with rehabilitation professionals and medical consultants to review information documented during the intake process and clarify any issues which may assist in determining eligibility.

2) In a rural satellite office or metropolitan outreach office, for a preponderance of the time, incumbents function as an office manager by planning, organizing and prioritizing the support activities; establishing protocol and procedures for the support functions; completing the required personnel and payroll forms; ordering supplies and maintaining inventories; and performing accounting duties which track and reconcile office expenditures. In addition, incumbents assist clients to complete required forms; explain the program requirements; initiate collection of available medical, psychological, financial, education and employment records; compile all data collected into preliminary diagnostic reports; coordinate clients' appointments with the medical community; and establish and maintain clients' files.

Case files are reviewed periodically by the Coordinator for completeness and accuracy. Other duties are reviewed upon request by incumbents when clarification of policies or procedures is needed.

This is the advanced journey level for the series. It is distinguished by a greater variety and complexity of duties, a higher level of independence, broader scope of responsibility, and a higher level of judgment and decision making required to function as an office manager in an outreach office or rural satellite office or manage a caseload of disabled applicants during the intake and eligibility process, i.e., establishing necessary eligibility criteria and acting as case coordinator until the applicant is accepted for rehabilitation services.

REHABILITATION TECHNICIAN I:

Under general supervision, Rehabilitation Technician I's typically function as a member of the support unit staff which provides technical/clerical services to the professional staff in a rehabilitation program. Incumbents perform the full range of duties described in the series concept and are required to function independently on a day to day basis while performing the more routine duties. All work, however, is reviewed by either the Rehabilitation Coordinators or the Rehabilitation Manager.

This is the journey level for the series.

REHABILITATION TECHNICIAN TRAINEE:

Under immediate supervision, Rehabilitation Technician Trainees receive training in the technical duties described in the series concept. This is the entry level class in the series and provides for automatic progression to the journey level upon successful completion of the probationary period and with the recommendation of the appointing authority.

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MINIMUM QUALIFICATIONS

REHABILITATION TECHNICIAN II

EDUCATION AND EXPERIENCE:

I

Graduation from high school or the equivalent and three years of experience in an administrative support role equivalent to a Management Assistant I or Program Assistant I in Nevada State service, two of which were in a rehabilitation setting and included receiving client referrals, explaining program policies and procedures, and maintaining client files; OR

II

One year of experience as a Rehabilitation Technician I in Nevada State service; OR

III

An equivalent combination of education and experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities. Sixty semester credits of college course work in general studies may be substituted for one year of experience; however, two years of experience in a rehabilitation setting described in Option I will still be required.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (These may be acquired on the job and/or needed to perform the work assigned.)

Working knowledge of the various social service agencies within the community and their programs. Working knowledge of Rehabilitation Division manuals, procedures, eligibility requirements, and other related regulations governing the provision of client services. Working knowledge of the agency's office practices and procedures. Working knowledge of State and agency rules and regulations applicable to travel advances and claims, personnel/payroll functions and purchasing procedures.

Ability to identify and understand needs of disabled people and coordinate resources to meet those needs. Ability to discuss problems with a client and make a decision as to the appropriate course of action.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

General knowledge of bookkeeping practices and procedures as applied to the monitoring of revenues and operational expenses.

Ability to apply bookkeeping practices and procedures to the agency's accounting system. Ability to work independently under limited supervision. Ability to communicate effectively both verbally and in writing. Ability to plan, prioritize and schedule work. Ability to exercise judgment in the evaluation and interpretation of rules, regulations, policies and procedures.

In addition, all knowledge, skills and abilities required at the lower level of the series.

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MINIMUM QUALIFICATIONS (cont.)

REHABILITATION TECHNICIAN I

EDUCATION AND EXPERIENCE:

I

Graduation from high school or the equivalent and two years of experience in an administrative support role equivalent to a Management Assistant I or Program Assistant I in Nevada State service, one of which was in a rehabilitation setting and included receiving client referrals, explaining program policies and procedures, and maintaining client files; OR

II

One year of experience as a Rehabilitation Technician Trainee in Nevada State service; OR

III

An equivalent combination of education and experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities. Sixty semester credits of college course work in general studies may be substituted for one year of experience; however, one year of experience in a rehabilitation setting described in Option I will still be required.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (These may be acquired on the job and/or needed to perform the work assigned.)

General knowledge of the Rehabilitation Division's manuals and procedures. General knowledge of the agency's office practices and procedures.

Ability to identify and understand the needs of disabled people. Ability to convey program requirements both verbally and in writing to clients. Ability to provide practical application of rehabilitation policies, procedures and practices.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

General knowledge of basic statistical procedures. General knowledge of the rules of confidentiality in relation to client cases. General knowledge of medical terminology sufficient to identify information pertinent to the eligibility process.

Ability to use computerized word processing, database management and spreadsheet software packages. Ability to establish and maintain effective working relationships with co-workers, other agencies and the general public.

In addition, all knowledge, skills and abilities required at the lower level of the series.

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MINIMUM QUALIFICATIONS (cont.)

REHABILITATION TECHNICIAN TRAINEE

EDUCATION AND EXPERIENCE:

I

Graduation from high school or the equivalent and one year of experience in an administrative support role equivalent to an Administrative Aid in Nevada State service which included identifying and extracting documented information, maintaining records, composing simple correspondence, and utilizing standard office equipment; OR

II

An equivalent combination of education and experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (These may be acquired on the job and/or needed to perform the work assigned.)

General knowledge of the agency's operational function as applied to disseminating information and composing and/or typing factual non-professional/technical correspondence.

Ability to establish and maintain filing systems unique to the agency's needs. Ability to use interview techniques to gather data and document facts. Ability to establish and maintain accurate and complete case records.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

General knowledge of common office practices and procedures applicable to making travel arrangements, opening and distributing mail, answering the telephone, and making and confirming staff appointments. Knowledge of standard filing systems applicable to establishing and maintaining operational files.

Ability to make arithmetical calculations as needed for computing statistical information. Ability to use standard office equipment such as typewriter, calculator, adding machine and duplicating machine. Ability to compose simple correspondence using proper grammar, spelling, punctuation, format and style. Ability to identify and extract information utilizing reports, files, logs, manuals, computer printouts and bookkeeping records.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>12.443</u>	<u>12.444</u>	<u>12.445</u>
ESTABLISHED:	6/5/81	6/5/81	7/18/86
REVISED:	7/18/86	7/18/86	10/19/90-3
REVISED:	10/19/90-3	10/19/90-3	7/1/93P
			10/23/92PC
REVISED:	7/1/93P	7/1/93P	
	10/23/92PC	10/23/92PC	